



New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	III	Case Management	
Chapter:	C	Case Oversight and Management	4-16-2015
Subchapter:	1	Case Management	
Issuance:	150	Safety-Related Intra Office Case Transfer	

Purpose

The purpose of this issuance is to establish policy and procedures related to the transfer of case responsibility within an office or unit when such transfer is motivated by concerns for worker safety or well-being.

Policy

A) Transfer of Cases When Danger Is Unique to an Individual Worker

CP&P recognizes that the sensitive and emotional nature of its work may provoke feelings of anger or hostility in clients, and that these feelings inescapably create risks to the personal safety of CP&P's Workers. Hostility is most often directed towards the division itself, and the resultant safety concerns are applicable to any agent acting on its behalf, and the pervasive risk of these situations must be controlled for in accordance with [CP&P-IX-A-1-100](#). Situations may, however, arise in which an individual Worker is personally the subject of a concerning or dangerous level of client animosity. In those situations, prompt and diligent efforts must be made to mitigate potential danger by transferring responsibility for that client's case to a different Worker.

B) Expedient Transfer Shall Not Be Inhibited By Policy or Caseload Requirements

Where an LOM determines that an intra-office case transfer is necessary to ensure the safety of a Worker, such transfer shall not be inhibited or delayed. This obligation supersedes any contrary policy or caseload limitation requirements.

C) Obligations to the Newly Assigned Worker

Where a case has been transferred by an LOM for safety related reasons, the LOM, personally or through the newly assigned Worker's supervisor or casework supervisor, must inform the newly assigned Worker of the reason for the transfer and provide any available information relevant to ensuring the newly assigned worker's safety. The LOM must ensure that the WORKER ALERT label and worker safety intervention plan are in the record prior to transfer. See [CP&P-IX-A-1-100](#). The newly assigned Worker has no special right or entitlement to refuse such assignment.

D) No Duplication of Efforts

When a case is reassigned, the previously assigned worker must provide all relevant information to the newly assigned worker in an expedient manner.

Transfer of case does not alleviate the need for further court appearances. Safety concerns should be addressed with the DAG prior to court hearings to request additional court supervision.

The LOM or designee will comprehensively assess the skills and ability in identifying the newly assigned caseworker.